



Gladys B. Gaskins, Director of Human Resources

Sheila Dixon, Mayor

**EXAMINATION FOR:** **CALL CENTER SUPERVISOR**

**SALARY:** \$36,336 – \$44,023 **GRADE:** 88

**CLOSING DATE:** May 23, 2008 is the last day to file an application.

**POSITION:** A Call Center Supervisor evaluates the performance of, disciplines and recommends the hiring, firing and promoting of subordinate customer service agent personnel. Employees work a rotating shift including weekends and legal holidays.

The eligible list may be used to hire persons as vacancies arise.

**MINIMUM QUALIFICATIONS:** On or before the date of filing the application, each candidate must:

Have graduated from an accredited high school or possess a GED certificate;

AND

Have three years of experience as a Call Center Representative in a “Call Center” environment including operating a computer terminal for the purpose of data entry or word processing and including one year of lead work experience in assigning, reviewing and correcting the work of subordinate customer service representative staff;

OR

Have an equivalent combination of relevant education and experience as a Call Center Representative in a “Call Center” environment including operating a computer terminal for the purpose of data entry or word processing and including one year of lead work experience in assigning, reviewing and correcting the work of subordinate customer service representative staff.

**SELECTION PROCESS:** All candidates indicating the minimum qualifications on their applications will be placed on the eligible list without further examination. The training and experience of each candidate will be evaluated for appropriateness and quantity. It is essential therefore, that you give complete and accurate information on your application. Vagueness or omission may prevent you from being considered for this position. Qualified candidates will not be listed in rank order.

**NOTE:** Those eligibles who are under consideration for appointment to positions in this class will be required to authorize the release of criminal conviction information from the Maryland State Police and to pass a fingerprint and background investigation by the Baltimore City Police Department.

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KR/mb POSTED: 05/12/08

Apply to: Baltimore City Department of Human Resources · 201 East Baltimore Street · Suite 100 · Baltimore, Maryland 21202 · (410) 396-3860

For additional job opportunities information, call (410) 545-3875

For the Hearing impaired: TTY 396-4930

**An Equal Opportunity Employer**

[www.baltimorecity.gov](http://www.baltimorecity.gov)

(see reverse side)

**APPLICATIONS:** Applications may be obtained by mail or in person from the Baltimore City Department of Human Resources, 201 East Baltimore Street, Suite 100, Baltimore, Maryland 21202.

**PHYSICAL EXAMINATION:** Eligible candidates must pass a job-related physical examination administered by the City.

**TESTING FOR DRUGS:** Effective October 1, 1994, the City's pre-employment physical examination for all applicants will include substance abuse testing. Substance abuse testing shall also be required prior to promotion to a sensitive job classification.

**ELIGIBILITY:** Qualified candidates will be considered for vacancies as they arise, for a period of at least one year. The decision of the Director of Human Resources with respect to acceptable minimum qualifications is final.

**SERVICE FEE:** City employees who are represented by a union will be required to become union members or to pay a service fee as a condition of continuing employment after completion of a probationary period.

**PROBATION:** All persons, including current City employees, selected from an eligible list resulting from this examination will be on probation for six months.



Baltimore City  
Department of Human Resources  
201 East Baltimore Street  
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